

# Student Communication Policy

## Schedule D: myGriffith Guidelines

<b>Approving authority</b>	Registrar
<b>Approval date</b>	14 March 2019 (revised)
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<b>Next scheduled review</b>	2024
<b>Document URL</b>	<a href="http://policies.griffith.edu.au/pdf/Student%20Communication%20Policy%20Schedule%20D.pdf">http://policies.griffith.edu.au/pdf/Student Communication Policy Schedule D.pdf</a>
<b>Document Number</b>	2020/2001093
<b>Description</b>	These guidelines outline the University principles concerning the use of myGriffith as part of the Student Communication Strategy. They are framed within the University's policies relating to student communication and use of IT systems.

### Related documents

[Student Communication Policy](#)

[Griffith University Code of Conduct](#)

[Griffith University Privacy Plan](#)

[Schedule A: SMS for Current Students Guidelines](#)

[Schedule B: Broadcast Email for Current Students Guidelines](#)

[Schedule C: myOrientation Guidelines](#)

[\[Background\]](#) [\[Principles\]](#) [\[Governance\]](#) [\[Approving Authority & Job Aids\]](#)

## 1. BACKGROUND

The University is committed to ensuring that communication between the University and its students is reliable, relevant, timely, efficient and effective. Communications between the University and its students should enhance the student experience - enabling successful transmission of information, reducing duplication and minimising email. myGriffith is the personalised student portal which helps to enable the University's Enquiry Management Framework, and forms part of a tiered approach to enabling access to information and assistance.

## 2. PRINCIPLES

myGriffith is available to all students from point of matriculation.

Its purpose is to:

- Act as a 'gateway' to the University and its systems;
- Engage students in the University community and with their specific cohorts;
- Inform students of vital information that will help them progress successfully through University and within their program;
- Guide students to and through processes throughout the student lifecycle in a time sensitive way, making use of platform functionality such as timed tiles and alerts over emails;

- Provide consistent and easily located content in a personalised and concise manner, reducing duplication;
- Act as a primary two-way communication channel, and include mechanisms for student feedback; and
- Where possible reference existing online content curated by the subject matter expert and aligned with the Content Management System (CMS) workflows.

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### 3. GOVERNANCE

myGriffith will be centrally curated, aligned with the Student Communication Plan, and monitored for effectiveness by Student Business Services reporting regularly to the Student Communication Steering Committee, and incorporating routine student input into ongoing development.

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### 4. APPROVING AUTHORITY & JOB AIDS

As outlined in the *Student Communication Policy*, the Provost is the Senior Approving Officer, delegated to the Registrar.

Operational approval of content on myGriffith is delegated to the following:

myGriffith pages	Owners
Home page	Director, Student Business Services
My courses	Director, Student Business Services
Study support	Director, Library and Learning Services and Director, Student Success
Personal support	Director, Student Health, Counselling and Wellbeing
Student life	Director, Campus Life
Employment	Director, Student Success

Operational assistance and job aids regarding access and content can be found in the [Student Communication Hub](#).